



PORTLAND VA MEDICAL CENTER

*Portland, Oregon Division
Vancouver, Washington Division
Community Based Outpatient Clinics
Salem, OR Bend, OR
Camp Rilea (Warrenton, OR)*



NOTICE OF VACANCY

1. <u>Announcement Number</u>	2. <u>Title, Series, Grade, Salary</u>	3. <u>Tour of Duty</u>	4. <u>Duty Station</u>
MP-10-0203-ML	Program Support Assistant (PD# 01055a) GS-0303-6 \$36,799 to 47,837 per annum (Based on full-time employment)	7:30am – 4pm M-F	Physical Medicine & Rehab Services, Portland, OR
5. <u>Type & Number of Vacancies</u>	6. <u>Contact</u>	7. <u>Opening Date</u>	8. <u>Closing Date</u>
Permanent 1 Full-time position	Human Resources Assistant 503-273-5236	8/5/2010	8/25/2010

- This position is in the bargaining unit
- Relocation/Recruitment and PCS are not authorized.

WHO MAY APPLY TO THIS ANNOUNCEMENT:

- Career or career conditional employees and permanent Title 38 and Title 38 Hybrid employees eligible under the interchange agreement and people eligible under special hiring authorities (See conditions of employment).
- ICTAP/CTAP eligible Federal Employees. (See conditions of employment).
- Noncompetitive appointment of certain military spouses. (See conditions of employment).
- VEOA (Veterans Employment Opportunity Act) eligible applicants (See conditions of employment).
- Schedule A Applicants (See conditions of employment).
- VRA (Veterans Readjustment Act) eligible applicants (See conditions of employment).

MAJOR DUTIES:

Serves as the primary administrative support assistant for the clinics in Physical Medicine & Rehabilitation Service (PM&RS), and provides clerical and administrative support to the PM&RS Administrative Officer and Clinical Program Manager. Performs clerical or technical program support work for a variety of technical and/or program specialists in support of the line programs of an agency. Performs program support functions for one or more agency programs. Incumbent is responsible for scheduling patient appointments, obtaining patient medical records, checking patients in and out of clinic, and transcribing orders for future patient care requirements. Schedules the following activities: patient evaluations as a result of consult request; patient treatment procedures with the direction of the PM&RS physicians and therapists, and follow-up appointments. Prepares any correspondence, reports, or other documents required for the PM&RS clinics. Maintains all clinic files. Assures that the appropriate documentation is completed for reporting of clinic patient-related workload. Performs work related to the acquisition and/or development of program information and resource materials/personnel to support the policy development and/or technical activities of an organization. Responsible for maintaining statistical information regarding PM&RS clinic activities, which can be used for quality improvement activities such as researching missing records, and flagging unusual forms for further review. Provides cross-coverage for other clerical staff as needed for quality improvement activities for PM&RS. Incumbent serves as alternate timekeeper for PM&RS. Assists in the acquisition, development, and/or scheduling of program resource materials and personnel, such as hard copy and computer-based brochures and reports, agency staff and/or volunteer personnel, and/or needed program equipment such as telephones, computers and printers, fax machines, etc. Monitors all aspects of the operating programs and makes recommendations to improve or modify methods for disseminating information to intended audiences. Maintains an orderly and adequate level of program supplies. Schedules agency staff and/or volunteers as required.

QUALIFICATION REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualifications Standards for GS-0303 series applies and may be reviewed in the Human Resources Management Division office. There is no specific amount of experience and/or training required, but candidates must demonstrate via their experience or combination of experience/training that they possess the knowledge, skills, and abilities required for the position (see "Basis of Rating" below).

(Continued on next page)

BASIS OF RATING: (Knowledge, Skills, Abilities (KSAs))

On a separate sheet of paper, provide a written, detailed response to each of the KSAs. Failure to respond to rating factors will result in applicant not being referred for the position:

1. Knowledge of the rules and regulations governing scheduling patients and timekeeping processes
2. Ability to utilize various computer programs such as Microsoft Word, Excel, PowerPoint, CPRS and VISTA.
3. Ability to effectively communicate both verbally and written with patients, staff, government officials, general public and other professional personnel over the telephone, electronic mail and in person.
4. Skill in balancing the needs, request and priorities of a large and diverse group of professionals in a tactful and positive manner while working towards meeting overall program goals.

CONDITIONS OF EMPLOYMENT:

- Priority Consideration: Individuals who have special priority selection rights under the Agency Career Transition Assistance Program (CTAP) or the Interagency Career Transition Assistance Program (ICTAP) must be well qualified for the position to receive consideration for special priority selection. CTAP and ICTAP eligible's will be considered well qualified if they can perform the duties of the position at the full performance level and specialized experience can include knowledge of the patient scheduling, requests for patient medical records, checking patients in and out of the clinic and transcribing orders for future patient care requirements. The ability to maintain statistical information regarding clinic activities, which can be used for quality improvement activities such as researching missing records, and flagging unusual forms for further review. Provides cross-coverage for other clerical staff as needed for quality improvement activities for service. The ability to serve as an alternate timekeeper.
- Federal Employees seeking CTAP/ICTAP eligibility must submit proof that they meet the requirements of 5 CFR 330.605 (a) for CTAP and 5 CFR 330.704 for ICTAP. This includes a copy of the agency notice, a copy of their most recent Performance Rating and a copy of their most recent SF-50 noting current position, grade level, and duty location. Please annotate your application to reflect that you are applying as a CTAP or ICTAP eligible.
- Noncompetitive Appointment of Certain Military Spouses
 - Spouses of armed forces members who are involved in a Permanent Change of Station (PCS): You must include a copy of the service member's PCS Orders authorizing the spouse to accompany the service member and proof of marriage to the service member.
 - Spouses of armed forces members who retired or were released from active duty with a 100% disability: You must include proof that service member was released or discharged from active duty due to a service-connected disability, documentation of 100% disability, and proof of marriage to the service member.
 - Un-remarried widows or widowers of armed forces members killed while on active duty: You must include proof of service member's death while on active duty and proof of marriage to the service member.
- VEOA (Veterans Employment Opportunities Act) Veterans who are preference eligible's or who have been separated from the armed forces under honorable conditions after 3 or more years of continuous active service. For information regarding Veterans' Preference please visit the following website:
<http://www.opm.gov/staffingPortal/Vetguide.asp>
- VRA (Veterans Recruitment Appointment) eligible applicants: Veterans who are Disabled veterans; or Veterans who served on active duty in the Armed Forces during a war, or in a campaign or expedition for which a campaign badge has been authorized; or Veterans who, while serving on active duty in the Armed Forces, participated in a United States military operation for which an Armed Forces Service Medal was awarded; or Recently separated veterans. Note: Not all 5-point preference eligible veterans may be eligible for a VRA appointment. For information regarding Veterans' Preference please visit the following website:
<http://www.opm.gov/staffingPortal/Vetguide.asp>
- Schedule A special hiring authority covers applicants with mental and physical disabilities. In order to be considered under this special hiring authority applicants need to provide proof of disability and job readiness certification. The proof of disability and job readiness certification can be provided by the following: 1) a statement or letter on a physician's/medical professional's letterhead; 2) statement, record or letter from a Federal Government agency that issues or provides disability benefits; 3) statement, record or letter from a State Vocational Rehabilitation Agency counselor; or 4) certification from a private Vocational Rehabilitation or other Counselor that issues or provides disability benefits. More information regarding this special hiring authority can be found at www.opm.gov/disability/aboutus.asp
- Although the duty station is shown in this announcement, it may be necessary to utilize the selected person's services at a different location within the Portland VA Medical Center commuting area if conditions require it in the future.
- Applicants without prior federal service will be appointed at step one of the grade.
- Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion.

- Public transit subsidy benefits are available. Carpooling assistance is provided. However, single occupancy parking is limited on main Portland campus.
- A security clearance and a favorable suitability determination are required. Misconduct in prior employment, criminal, dishonest or disgraceful conduct, habitual use of intoxicating beverages, abuse of narcotics, drugs or other controlled substances, or reasonable doubt of loyalty to the United States are examples of reason an offer of employment may be denied.
- This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.
- The United States Government does not discriminate in employment on the basis of race, color, religion, sex, national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, or other non-merit factor.
- It is the policy of the Department of Veterans Affairs that all Federal wage and salary payments are paid to employees by Direct Deposit/Electronic Funds Transfer (DD/EFT).

HOW TO APPLY:

Portland VAMC employees must submit:

1. [VAF 4078, Application for Promotion or Reassignment](#)
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended.
4. MPQ – Merit Promotion Questionnaire is optional but recommended if you have qualifications pertaining to the position applied for but are not in your OPF

Other VA Employees must submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612
2. [VAF 4676a, Employee Supplemental Qualifications Statement](#)
3. [VAF 4667b, Supervisory Appraisal of Employee for Promotion](#) is optional but recommended.
4. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
5. Latest SF-50, Notification of Personnel Action
6. Latest performance appraisal

Non VA Applicants must submit:

1. [OF 612, Optional Application for Federal Employment](#) (attach additional sheets of paper if needed for additional job experience (in same format as application)), or Resume. (Please refer to [OF-510, Applying for a Federal Job](#) on the USA jobs website (<http://www.usajobs.opm.gov/>) for information on how to apply with a resume instead of OF-612
2. [OF-306, Declaration for Federal Employment](#) (January 2001 version or later).
3. Veterans Preference:
 - a. DD-214, Military Discharge Paper (member copy #4 for July 1979 or later editions) (For 5 Point Veteran's Preference).
 - b. [SF-15, Application for 10-point Veteran Preference](#) (December 2004 version or later)
 - c. VA letter of service-connected disability rating dated 1991 or later.
4. SF-50, Notification of Personnel Action (if applying as a current or former federal employee).
5. Narrative statement relating to all of the KSAs. Candidates **must** submit a narrative statement on a separate page(s) with specific responses to all of the knowledge, skills, and abilities (KSAs) in this announcement. Failure to submit your narrative response to all of the KSAs will result in the applicant not being referred for the position.
6. A copy of your college transcripts (Optional unless education is required).
7. **ITCAP Applicants:** Submit proof by including a copy of the agency notice, most recent Performance Rating and most recent SF-50 indicating current position, grade, level, and duty station.

All application packets must be received in Human Resources by Close of Business (COB) on 8/25/2010.

Application forms may be obtained in Human Resources Office or on our internal website.

<http://vaww.portland.med.va.gov/Departments/CFO/HR/>

Applications may be mailed to:

Portland VA Medical Center, P4HRMS
Attn: MP-10-0203-ML
 PO Box 1034
 Portland, OR 97207

Or brought in person to:

Portland VA Medical Center
 3710 SW US Veterans Hospital Rd
 Building 16, Room 300
 Portland OR 97239

APPLICANT'S PLEASE NOTE:

- Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications (particularly positions with a positive education requirement.). Therefore, applicants must report only attendance and/or degrees from schools accredited by accrediting institutions recognized by the U.S. Department of Education.
- Applicants can verify accreditation at the following website: <http://www.ed.gov/admins/finaid/accred/index.html>. All education claimed by applicants will be verified by the appointing agency accordingly.

IMPORTANT NOTICE ABOUT APPLICANT'S RESPONSIBILITY:

- It is the applicant's responsibility to submit documentation to support his/her application for this position. Applicant is responsible for ensuring that all experience, formal training, award recognition, etc. are documented in the application package. Experience may include voluntary or other non-paid experience in the appropriate field. If you feel that your training record contains information pertinent to your qualifications, then you must submit a printed copy of your training record with your application package. Your training record will become part of the specific vacancy file and will not be filed in Official Personnel Folder. Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications.
- **It is the responsibility of the applicant to ensure timely receipt of the application, regardless of the method used for submission. The VA assumes no responsibility for the late delivery of applications (i.e. postal service delays).**